

## CHILD CARE CENTER OPENS ON CAPITOL HILL

Long the dream of planners, public officials, child care advocates and state worker-parents, a child care facility on capitol hill is now a reality.

Run by The Growing Children of Providence, Inc., one of the area's leading private child care companies, the facility is located in the new Department of Administration building at One Capitol Hill, across from the State House.

The center is directed by Patricia A. Pontarelli (BA.Ed. MA, Psychology), and a staff of eight child development professionals and child care specialists.

Designed as part of the new building, the center is housed in a large, brightly furnished room, subdivided into areas appropriate to the various age groups. The center boasts modern kitchen facilities and rest rooms designed to accommodate the "little people". With the advent of warm weather, outdoor playground equipment will soon be installed in a fenced-in area adjacent to the building.

Under present arrangements, state employees who work in the vicinity of the State House can enroll children ages 6 weeks to 6 years, at the center. Beginning in June, the center will admit toddlers, ages 2 to 3, and preschoolers, ages 3 to 5, of all state workers.

The year-long day care program converts to a "camp" program during the summer months. Called Camp Quahog, this program emphasizes outdoor activities that include athletic events, nature walks, "pool" days, field trips, as well as arts and crafts and other "special events".

The day care center is not subsidized by the State. Rates at the Providence facility range from \$100 per week for infants 6 weeks to 24 months, to \$85 per week for children ages 3 to 6.

The facility can care for as many as 70 children, and The Growing Children of Providence center expects an enrollment of more than 50 children by September. A kindergarten program will be available in the near future, according to Pontarelli.

But the Growing Children of Providence, Inc. does more than provide day care for the children of working parents. It seeks to involve the entire family in a special relationship by offering special programs for parents that include instruction in CPR and nutrition, open house programs, visiting speakers on a variety of instructive and informative topics, and family pot luck suppers. In addition, a Performing Arts series offered September through June provides entertainment for the parents and children.

State worker-parents with children enrolled in the day care center speak of the facility in glowing terms.

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## A MESSAGE FROM THE GOVERNOR



State of Rhode Island and Providence Plantations  
EXECUTIVE CHAMBER, PROVIDENCE

Edward D. DiPrete  
Governor



Protecting the health of its people has historically been a major role of government. While the focus of these efforts has changed over the years, the essential mission remains the same.

In earlier times, public health resources were largely devoted to controlling epidemic diseases like influenza, tuberculosis and diseases of the newborn. Now, government is increasingly involved in pre-

venting injuries and those chronic illnesses that most endanger the lives of Rhode Islanders today.

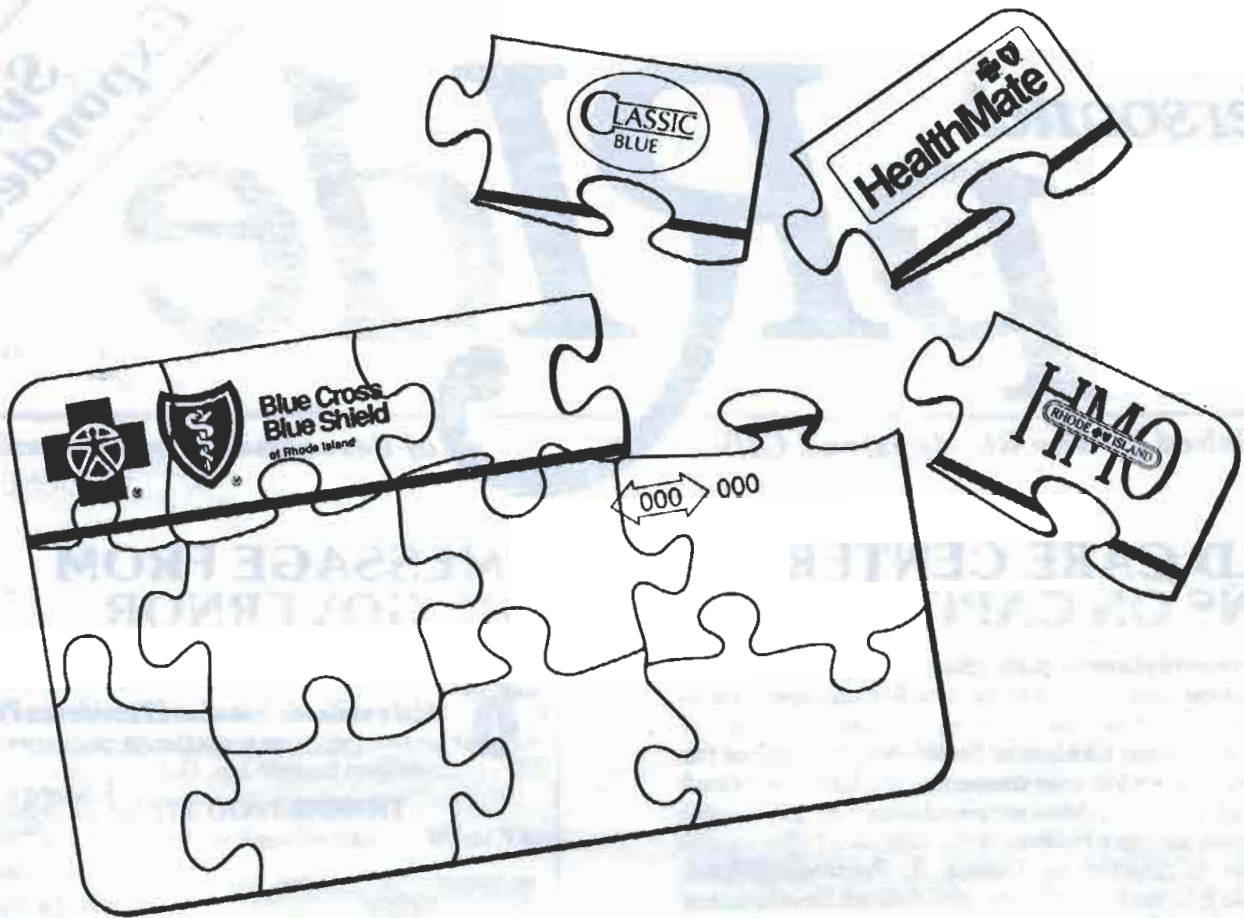
The leading causes of death in our state are heart disease, cancer, stroke, chronic lung disease and injuries.

Protecting the public health is an important responsibility of government. Shared by each of us, however, is the obligation to protect ourselves by taking responsibility for your own health. This can be done by learning how to stay healthy, practicing good health habits and giving up harmful ones, and responding to your body's warning signs before something serious happens. It is true that there are health factors you can't completely control, such as heredity, environment, sex and age. Risks associated with these factors can often be minimized by changes in lifestyle, diet, exercise, combined with a program of regular health care.

**YOUR LIFESTYLE**, is the key to wellness. You can be healthier, feel better, live longer, and look better if you start building your own personal wellness program today. Your health depends a lot on you. Nothing is more important than your wellness!

Sincerely,  
*Edward D. DiPrete*  
Edward D. DiPrete  
Governor





# Complete Peace of Mind

Complete your health care picture with the protection and security that comes from belonging to Blue Cross & Blue Shield of Rhode Island. Only Blue Cross gives you a Family of Health Plans so you can choose the coverage that best fits the needs of you and your family from the most experienced name in Rhode Island health care.

Choose from Classic Blue, our traditional

plan; HealthMate, the state's fastest growing health plan or HMO Rhode Island, our health maintenance organization.

To help you decide, compare the features of each of the three plans highlighted on the following pages. And, remember, your health care picture isn't complete without coverage from Blue Cross & Blue Shield of Rhode Island.



**Blue Cross & Blue Shield of Rhode Island**  
**Family of Health Plans**



Classic Blue, our traditional plan, covers all your major health care needs in full. In the event of illness or injury, Classic Blue provides you with the protection you need—at home or away from home. And, Classic Blue gives you the freedom to choose your own doctor from the largest network of participating providers in the state.

#### CLASSIC BLUE CHECKLIST

- ✓ Complete freedom to choose your own doctor or specialist
- ✓ Full coverage for usual charges at more than 6,000 hospitals nationwide
- ✓ Most recognized health care card in the world
- ✓ More than 2,500 doctors and specialists in and around Rhode Island participate in Classic Blue
- ✓ Covered up to our allowance\* at any non-participating doctor or specialist
- ✓ Coverage for prescription drugs and vision care

\* A non-participating doctor may charge more than our allowance.

For more information on the advantages of joining Classic Blue, review your 1990 Open Enrollment brochure or call our special State of Rhode Island Customer Service phone lines at (401) 831-6550 or toll free at 800-327-6152. These special phone lines give you instant access to specially trained Customer Service representatives who can answer your coverage questions.



The state's fastest growing health plan, HealthMate combines office visit coverage with all the protection found in traditional health plans. But, unlike traditional plans, there are no deductibles or paperwork.

With HealthMate, you can choose from more than 2,500 participating doctors and specialists — the largest network in the State. And, if you go outside the network, you'll still be covered at 80% of our maximum allowance.\*

#### HEALTHMATE CHECKLIST

- ✓ Office visits covered with a \$5.00 co-payment at participating and non-participating providers
- ✓ No deductibles and no paperwork
- ✓ More than 2,500 doctors and specialists belong to HealthMate's participating provider network
- ✓ If you visit a non-participating doctor, you're still covered up to 80% of our maximum allowance\*
- ✓ Provides out-of-state coverage for both emergency and non-emergency situations
- ✓ Coverage for prescription drugs and vision care

\* Non-participating providers' charges may exceed our allowance.

If you'd like to know more about the advantages of joining HealthMate, review your 1990 Open Enrollment brochure or call our special State of Rhode Island Customer Service phone lines at (401) 831-6550 or toll free at 800-327-6152. These special phone lines give you instant access to specially trained Customer Service representatives who can answer your coverage questions.





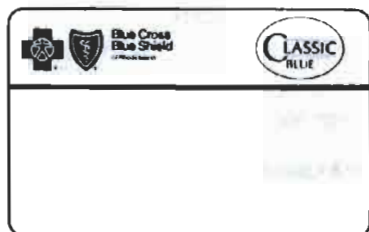
HMO Rhode Island combines the best of preventive medical practice with the stability of Blue Cross & Blue Shield. With HMO Rhode Island, you get a health care program dedicated to keeping you and your family healthy, as well as treating you effectively when you're sick.

#### HMO RHODE ISLAND CHECKLIST

- ✓ Coverage for preventive services like office visits, well-baby care and annual physicals. No co-payments.
- ✓ A Primary Care Physician to manage your health care needs, plus authorize referrals to specialists, hospitals and other health care providers
- ✓ No deductibles or paperwork
- ✓ New vision care program — \$75 allowance once every 2 years towards lenses, frames or contact lenses
- ✓ New prescription drug coverage — \$3.00 co-payment for brand name drugs; no co-payment for generic
- ✓ As a member of the Blue Cross & Blue Shield Family of Health Plans, HMO Rhode Island is accepted by thousands of doctors and hospitals nationwide for urgent and emergency services
- ✓ Full time students covered to age 25

For more information about how to join HMO Rhode Island, refer to your 1990 Open Enrollment brochure or call HMO Rhode Island at (401) 274-6674 or toll free at 800-528-4141. If you're ready to join HMO Rhode Island, ask your Personnel Office for an application today.

## Which plan best completes your health care picture?



Blue Cross & Blue Shield of Rhode Island  
444 Westminister Street  
Providence, Rhode Island 02903

No one protects you better.

# RIGHA is committed to a healthy Rhode Island

Dear State of Rhode Island Employee:  
**You can count on us!**

For nearly twenty years, RIGHA members have been able to count on us for high quality health care coverage, top notch doctors, and state-of-the-art, convenient health care facilities.

I'm pleased to report a recent development which will ensure our continued commitment to the Rhode Island and southeastern Massachusetts communities we serve.

After careful consideration, RIGHA has decided to affiliate with Harvard Community Health Plan, New England's oldest and largest HMO. Under this agreement-in-principle, RIGHA will remain a Rhode Island based health plan with sound financial backing. We expect the affiliation to be finalized after a financial and regulatory review process of several months.

The details of the affiliation will be finalized over the next few months. RIGHA and HCHP share a strong commitment to providing excellent, accessible health care at a reasonable price. In undertaking this affiliation, you can count on RIGHA to -

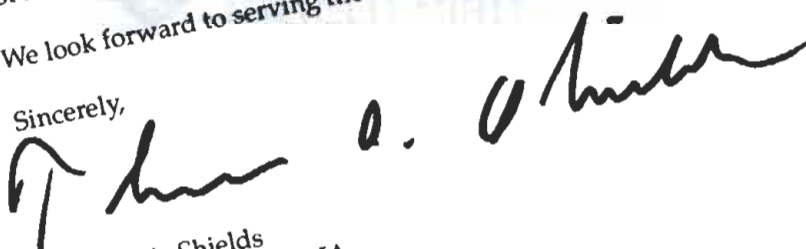
- do everything possible to ensure that our premiums are stable and competitive with those of other health plans;
- maintain the personal physician relationship which is so important to all of our members;
- maintain and improve the quality of care and service we provide; and
- strengthen RIGHA's financial position and build reserves for the future.

To our members: I appreciate your continued support and assure you that this association with Harvard Community Health Plan continues our commitment to making RIGHA still the one plan you can count on for all your health care needs.

To our prospective members: If you have considered joining RIGHA, now is the time to join the one health plan that provides complete care and coverage in convenient health care centers and is now backed by the largest HMO in New England, with a strong commitment to providing quality health care.

We look forward to serving the community for generations to come.

Sincerely,



Thomas A. Shields  
Acting President, RIGHA



# RIGHA Harvard C Health Working a New Pa

✱✱ RIGHA



# A and Community Plan...

# Toward Partnership.



Harvard Community  
Health Plan



Why should  
state employees think  
about joining?

Better benefits.

Maybe it's time you, as a state employee, looked at Ocean State Physicians Health Plan again. Benefits have improved—especially when it comes to out-of-network care.

And, as always you'll have the freedom to choose your doctor from over 1,200 members and you'll never need a referral to see a specialist.

In fact, the only way to miss out on all our improved benefits is to forget to join.

So watch for your upcoming open enrollment and be sure to sign up. There's never been a better time to belong.



**Ocean State**

Physicians Health Plan

*The Leader In Healthcare Because We Care*



# Ocean State's Customer Service Survey

## How Our Members Rate Us

If you are in the market for a health care carrier that cares about you and your family, Ocean State may be the plan for you. In January, 1990 Ocean State Physicians Health Plan mailed our newly designed Member Information Packet to our 120,000 members. In the packet was a survey card which asked questions about Ocean State's service to our customers.

The responses to our survey show that the majority of our members feel we've done an excellent job. Actual comments from current members are also included to give you a better idea of why Ocean State is proud to be "The Leader in Health Care Because We Care".

A brief recap of the survey questions will give you some idea what to expect as an Ocean State member.

### 1). Are your questions to Customer Relations answered thoroughly?

Over 95% of members responding said they received thorough answers and explanations from our customer relations staff.

### 2). Are your telephone calls to Customer Relations answered courteously?

97% said they had professional, polite interactions with our staff.

- "I feel Ocean State couldn't get any better - it's fantastic for my family's needs."

- "First Class service. I will remain an Ocean State member."

- "I think Ocean State is the best plan available. I do not plan on ever being without it. Keep up the good work!"

- "I've had four different plans over the years and Ocean State is the best."

- "The Ocean State doctors that I've chosen have been excellent."

- "I think it's the most affordable health insurance program I've ever come across. We really appreciate the minimal copayments we have to pay."

- "Ocean State was very helpful with info when I was hospitalized and after."

### 3). Are your written inquiries answered and resolved by the Customer Relations Department within 30 days?

Timely responses were given to inquiries by over 90% of those who said they had corresponded with us in writing.

### 4). Does Ocean State provide you with timely, clear information on benefit changes?

Members felt that they received good, clear information about changes in their health coverage and benefits in over 93% of responses.

### 5). Please indicate which of the following was the most important in choosing Ocean State? The top three responses were:

- a. Primary doctor was an Ocean State doctor.
- b. Comprehensiveness of Ocean State medical benefits.
- c. Fair premium costs.

### 6). Do you plan to keep Ocean State as your health insurer in the future?

Over 99% of our members who responded plan to remain part of the Ocean State family.

If you have questions about Ocean State Physicians Health Plan's coverage for State of Rhode Island employees, please contact our Customer Relations Department at 1-800-422-1404. Thank you!





Emergency  
care?

Anywhere.

With Ocean State Physicians Health Plan, you're covered no matter where it hurts. When you're away from home, you can consider any doctor or hospital as a part of Ocean State. That's a lot of care. And a lot of peace of mind.

So enjoy your travels. And enjoy freedom from worry. Because when you're covered by Ocean State, health care is available in an emergency, anywhere or any time.

For more good news about Ocean State, see your employer.



**Ocean State**

Physicians Health Plan

*The Leader In Healthcare Because We Care*



## CHILD CARE

(continued from page 1)

Priscilla Ryan Green is employed at the Legislative Council in the State House, and has a one-year old son enrolled at the center.

"I am more than satisfied with the center", she replied when asked for her impression of the facility.

"The place is immaculate, and the care providers are very gracious and extremely competent".

Cathy Rotella employed in the Examination Section, Office of Personnel Administration, also has a son at the center. He is 14 months old, and has had previous day care experience.

"My son came from another day care center, but he very much prefers the one here in the building.

"He readily took to the care providers, and is very happy with them.

"I'm also very pleased with the environment and with the entire facility".

Growing Children of Providence, Inc. is one of four centers located throughout Rhode Island under the aegis of The Growing Children of Rhode Island, Inc. Ann J. D'lorio is executive director and president. As founder of the company in 1982, Mrs. D'lorio, currently a doctoral candidate in education at the University of Connecticut, established herself as a leader in the development of quality early childhood curriculum and child care.

She is responsible for opening the first corporate child care center in Rhode Island in 1987. Her role as a leader in corporate cooperative child care solutions was recognized statewide in 1988 by Governor Edward DiPrete, who appointed Mrs. D'lorio to the Blue Ribbon Commission on Employer Sponsored Child Care.

Prior to opening her first child care center, Mrs. D'lorio was an Assistant Professor of education at Rhode Island College. She also taught elementary education at the Henry Barnard School in Providence and Greystone Elementary School in North Providence.

Mrs. D'lorio has published in a number of education journals and is a member of the Association for Childhood Education International, the National Association for the Education of Young Children, the Association for Childhood Education, and the Day Care Directors Association of Rhode Island.

The Growing Children of Rhode Island, Inc. was established with the primary goal of improving the quality of life for young children and their working families, and, by doing so, to help children grow to be happy, confident, and loving adults. This philosophy evolved from a deep, personal commitment by the company's founder.

In January 1990, The Growing Children of Rhode Island, Inc. was awarded a contract with the State of Rhode Island to operate the on-site child care center for children of state employees.

It may appear incongruous to some to see a child care facility in a public building. Although the center's setting is well insulated from the daily hubbub of tax collections, personnel affairs and the general conduct of state government business, the concept may seem to some to be strangely out of place. Child care in the workplace is still new to Rhode Islanders.

But upon reflection, what could be more natural or desirable than to have young children in close proximity to parents during their work day. The concept is good for parents and good for children.

The advantages of a day care facility at the work site are self-evident. Convenience, practicality, and perhaps, certain economies to be gained, come to mind. But aside from the obvious advantages cited, there is a certain beneficial phenomenon associated with children in the workplace, one that has not yet been fully explored, but that many have felt.

Some look upon and speak of co-workers as members of their

extended family. Many freely admit that seeing the children of co-workers with their parents engenders an increased feeling of warmth and closeness towards their co-workers that brings added meaning to the words "extended family".

And to a young child living in an adult world that is often strange and confusing, going to work each morning with mom and dad must give added meaning to their day, and bring that special warmth of security and reassurance to their young hearts.

Day care in the workplace. It's good for EVERYBODY!



## FROM THE OFFICE OF THE GOVERNOR

### Executive Orders

No.	Date	Subject
90-5	3-21-90	Creates a Task Force for the restoration of the Veterans Memorial Auditorium Theater.
90-E-5	2-15-90	Declares a water emergency in the Town of Westerly and establishes water conservation guidelines.
90-7	2-19-90	Amends EO No. 90-E-6 and establishes the Westerly Water Task Force.
90-8	3-2-90	Appoints Major General N. Andre Trudeau Adjutant General of the State of Rhode Island succeeding retiring Major General John W. Kiely.
90-9	3-21-90	Creates an Advisory Committee to the Department of Elementary and Secondary Education.
90-10	4-13-90	Establishes the Rhode Island Sports Council to support, retain and attract sporting events.
90-11	3-30-90	Amends EO 89-17 reorganizing the Department of Business Regulations.
90-12	4-6-90	Amends EOs 4-77, 23-78, 79-1, 81-6, 84-4 entitled "Advisory Commission on Judicial Appointments".
90-13	4-16-90	Makes amendments to the Pawtuxet River District Commission.

For more information or copies of Executive Orders, contact the Office of the Governor's Legal Counsel, Room 320, State House — 277-2080.



Frances Cirillo from the Office of Personnel Administration is shown accepting a \$150 Employee Suggestion Program Award from Personnel Administrator Brad Southworth.

Frances suggested a change in the Employee Career Awards from the customary lapel pin to Quill pens that will carry the State Seal and the number of years of Service.





The Office of Training and Development is offering several training programs during the summer months of July and August. We are especially pleased to be able to offer several **NEW** programs!!

### COMMUNICATIONS

#### Using the TDD — (New)

This mini-course will provide participants with the knowledge and skills necessary to operate a Telecommunications Device for the hearing impaired.

Wednesday, August 1 — 9:00-10:30

Instructors: George Whalen, Chief Architectural Access Coordinator, State Building Commission and James Healey, Sr. Audiologist, Sargent Rehabilitation Center. .... \$ 5

### COMPUTER

#### Lotus 1-2-3

The Lotus 1-2-3 spreadsheet program is widely used in State Government. It may be possible to offer one or two Lotus courses this summer. Please contact the Office of Training and Development if you are interested in a summer session.

Instructors: James Kenny, Ph.D. and Michael Hughes ..... \$97

### FUNCTIONING IN STATE GOVERNMENT

#### The Code of Ethics and State Employees ... What You Need to Know — (New)

The statute creating the Ethics Commission, the Code of Ethics which applies to all state employees, and topics such as conflicts of interest will be discussed.

Wednesday, July 11 or Thursday, August 22 — 9:00-10:30

Instructor: Mark Eckstein, Executive Director, Ethics Commission. .... \$ 5

#### Records Management-Retention Schedules — (New)

This is one of a continuing series of Records Management courses and will specifically address the issue of Retention Schedules. Topics will include the process of setting retention schedules for documents, how to apply for retention schedules, and what considerations and information must be provided. Participants are encouraged to bring one or more form(s)/document(s) from their agency that may require a retention schedule.

Tuesday, July 31 — 9:00-4:00

Instructor: Albin Wagner, C.R.M., State Records Administrator. .... \$15

### MANAGEMENT/SUPERVISORY

#### Effective Interviewing Techniques — (New)

This training will present the federal and state laws which limit what can be asked in a pre-hire interview. Learn how to ask questions which maximize the useful information you need when making hiring decisions.

Friday, July 20 — 8:30-12:00

Instructor: Scott Mueller, M.S.W. .... \$18

#### Using the Employee Assistance Program

This terrific resource provides supervisory staff with effective, time saving ways of dealing with hurt, absent or troubled employees. Learn how to assist these employees while maximizing productivity and morale.

Tuesday, August 7 — 1:00-4:00

Instructor: Judith Hoffman, A.C.S.W., C.A.C., C.E.A.P., Program Manager, RIEAP. .... \$ 5

#### Legislative Up-Date: Labor Relations Issues — (New)

Top executive and management staff need timely review of

statutes recently passed by the General Assembly in the field of Labor Relations. This program will provide information critical to Labor Relations functioning in each department and will provide an opportunity for questions and answers related to recent legislation. Participation must be authorized by Department Directors.

Wednesday, August 8 — 8:30-12:00

Instructor: John Turano, M.S., J.D., Administrator, Labor Contract Negotiations and Arbitrations, DOA. .... \$ 7

### SELF DEVELOPMENT

#### CPR — (New)

CPR is a critical, life sustaining technique which is relevant to all employees and family members. This program will address the needs of two different populations: . . . the first is all employees who wish to learn basic, adult-to-adult, one-person applied CPR and intervention methods to help choking victims. This is a 3-hour class. Participants satisfactorily completing this course will receive a certificate of completion from the R.I. Heart Association. The second population are those who wish to become certified as instructors of CPR. More information can be requested from the Office of Training on this extensive course, beginning this fall. Call 277-2178 to be placed on this mailing list.

Friday, July 13 — 8:30-12:00 or Thursday, August 16 — 8:30-12:00

Instructor: John Aucotte, Affiliate Faculty, RI Heart Association. .... \$20

#### The Right Job for You — (New)

In this intensive one-day course, you'll identify your particular vocational interests and discover what opportunities may exist in the Rhode Island job market in your interest areas. You'll learn what steps you can take to embark on a job search targeted toward your areas of interest. In addition, you'll learn how to write a clear, concise resume which best represents your qualities and strengths; and you'll discover how you can minimize anxiety and maximize your chance of success during a job interview.

Tuesday, July 17 — 8:30-4:00 (lunch on your own)

Instructors: Ray Fillippone, Senior Manager, RI Department of Employment and Training and Holly Hitchcock, Career Services Coordinator, Community College of Rhode Island. .... \$15

This course is co-sponsored with the RI Department of Employment and Training.

### pRide

Personnel pRide is published by the Office of Personnel Administration, Division of Human Resources, Department of Administration, One Capitol Hill, Providence, RI 02908-5860.

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